

NASA SHARED SERVICES CENTER

Preparation and Distribution of Employee Notices Service Delivery Guide

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Approved by

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Date

NSSC

DOCUMENT HISTORY LOG

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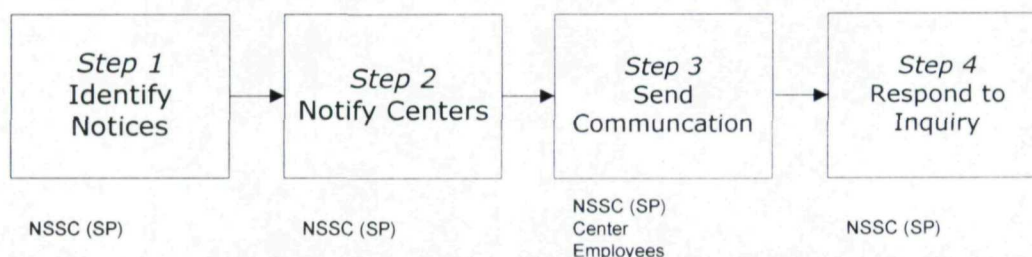
Preparation and Distribution of Employee Notices

Introduction

NSSC is responsible for preparing and disseminating various Center and Agency employee notices. This includes items such as annual employee notifications required by Federal law and regulations, notification of employee rights, and notices relating to employee benefits (e.g., Hatch Act, Use of Leave, health benefits open season, etc.). NSSC also responds to inquiries concerning these notifications.

Process

Overview of Preparation and Distribution of Employee Notices Process



Roles and Responsibilities	Action	Tips
Step 1 NSSC (SP) Identify Notices	NSSC identifies all notices required to be sent to employees. They determine the required frequency and timing of notices and identify the required audience. Output: Notices identified; audience identified	Standard notices include, but are not limited to: Hatch Act provisions, Use of leave, Standards of Conduct, Thrift Savings Plan, Competitive Placement Plan, Rights and remedies available under prohibited personnel practices, Whistleblower retaliation protection, Provisions of Title 5, FEHB Open Season, FSA, FEGLI, LTC, FERS open season announcements, Bargaining unit employees, Weingarten Rights.

Roles and Responsibilities	Action	Tips
Step 2 NSSC (SP) Develop notices and notify Centers	NSSC notifies respective Centers of notice determination, to include type of notice, frequency, and to whom the notice will be given. NSSC (SP) develops the notices or communications. NSSC (IG) will review the initial draft notices to ensure completeness and clarity. Output: Notice information; draft notice	Centers will provide sample notices for NSSC to use in developing standard Agency-wide notices. Always include contact information on notices.
Step 3 NSSC (SP) Send Communication	NSSC sends the notice to Center HR in advance of distribution to employees. NSSC provides the notice to employees and updates the Agency website with the new information. Output: Final notice	Have notices checked periodically by NSSC IG for timeliness etc. Maintain a record of all notices submitted, timing of each notice, and population of employees who receive the notice.
Step 4 NSSC (SP) Respond to Inquiry	NSSC responds to any inquiries relating to the new employee notices. Output: Inquiry responses	

Metrics

Initiating Office/Entity	Deliverable (Output)	Receiving Office/Entity	Metric
NSSC	Final notice	Center; Employees	Meets regulatory/legal requirement
NSSC	Inquiry responses	Employees	One day

Privacy Data

All participants involved must ensure protection of all data covered by the Privacy Act.

System Components

New Systems

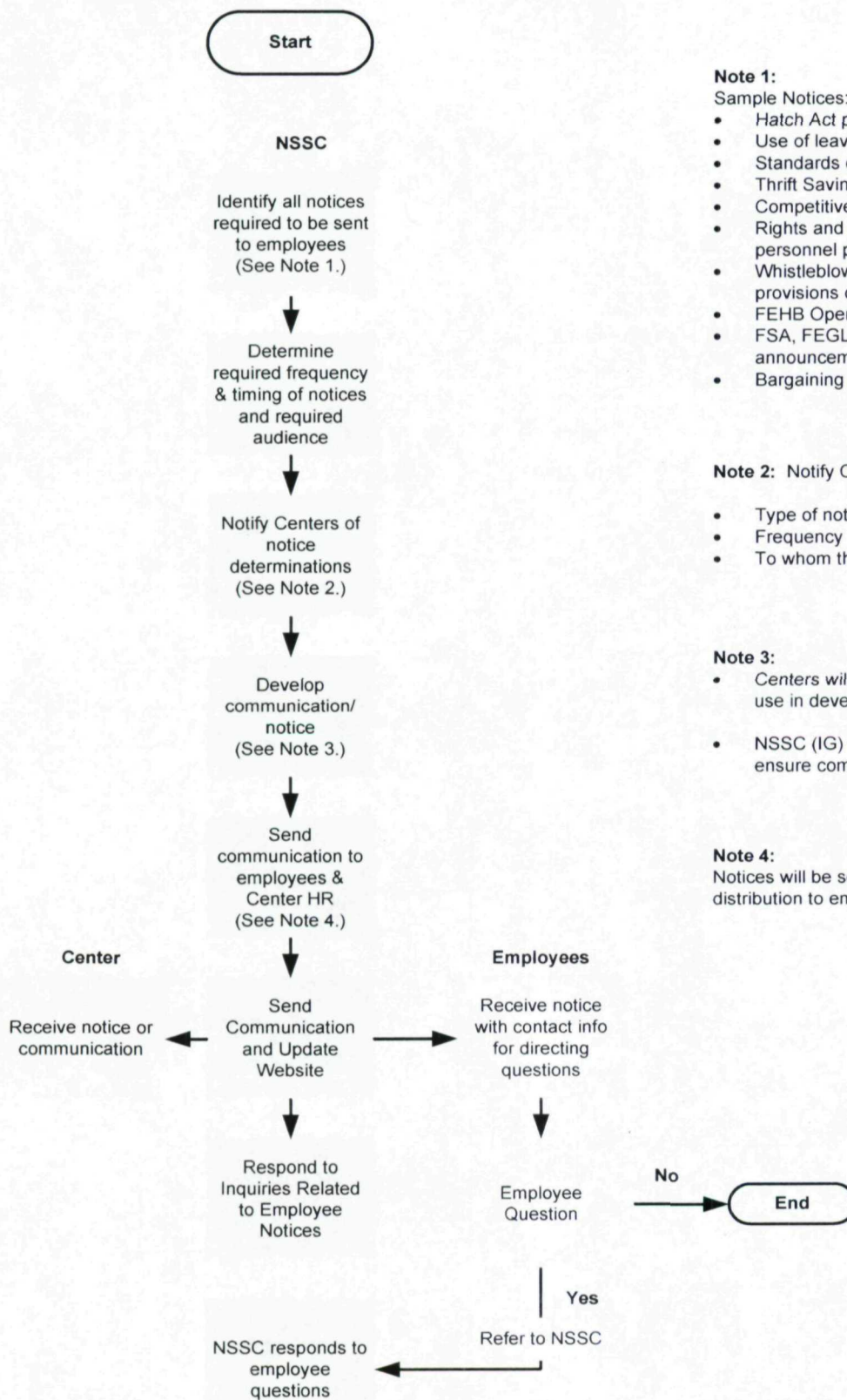
<i>Generic System Title</i>	<i>Business Requirements for System</i>	<i>Access Requirements</i>	<i>IT System Interfaces</i>
<i>Preparation and Distribution of Employee Notices</i>	<i>Requirements for "document" distribution vary since there are a variety of legal requirements to be met – some require posting, some hard copy, some are appropriate for electronic distribution.</i>	<i>NASA Employees</i>	<i>TBD</i>

Contact Center Strategy

Refer to Contact Center Call Management Strategy

Appendix X

Preparation and Distribution of Employee Notices Process



Note 1:

Sample Notices:

- Hatch Act provisions
- Use of leave
- Standards of Conduct
- Thrift Savings Plan (TSP)
- Competitive Placement Plan (CPP)
- Rights and remedies available under prohibited personnel practices (PPP's)
- Whistleblower retaliation protection (WPA) provisions of Title 5
- FEHB Open Season (annual)
- FSA, FEGLI, LTC, FERS open season announcements, as required by OPM
- Bargaining unit employees; Weingarten Rights

Note 2: Notify Centers of the following:

- Type of notices
- Frequency
- To whom they will be given

Note 3:

- Centers will provide sample notices for NSSC to use in developing a standard Agencywide notice.
- NSSC (IG) will review all initial draft notices to ensure completeness and clarity.

Note 4:

Notices will be sent to Center HR in advance of distribution to employees.